The JS 44 city over 1 and the information contained herein neither replace nor supplement the filing and service of pleadings or other papers as required by law, except as provided by local rules of court. This form, approved by the Judicial Conference of the United States in September 1974, is required for the use of the Clerk of Court for the purpose of initiating the civil docket sheet. (SEE INSTRUCTIONS ON NEXT PAGE OF THIS FORM.) I. (a) PLAINTIFFS Samira Aani Abarry DEFENDANTS Defendants inc

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(c) Attorneys (Firm Name, ) C(ain Law, P.C. Philadelphia PA	Address, and Telephone Number	2011 COLE	Attorneys (If Kn	own)	
clain Law, P.C.	1515 Market	- STI STE 180	<sup>20</sup>		
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Defendant	(Indicate Citizenship	p of Parties in Item III)		of Business In	Another State
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☐ 140 Negotiable Instrument	Liability	☐ 367 Health Care/			☐ 400 State Reapportionment
☐ 150 Recovery of Overpayment & Enforcement of Judgment	☐ 320 Assault, Libel & Slander	Pharmaceutical Personal Injury		PROPERTY RIGHTS  820 Copyrights	410 Antitrust     430 Banks and Banking
☐ 151 Medicare Act	☐ 330 Federal Employers'	Product Liability		830 Patent	☐ 450 Commerce
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#### NITED STATES DISTRICT COURT

17 4892

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FOR THE EASTERN DISTRICT OF PENNSYLVANIA assignment to appropriate calendar.	DESIGNATION FORM to be used by counsel to indicate the category of the case for the purpose of			
Address of Plaintiff: 4235 Haver-fo	td Ave #af Phila PA 19104			
Address of Defendant: 908 Virginia Ave, 4PFI, Allanta GA 30354				
Place of Accident, Incident or Transaction: Philip	Lelphia Int'   Arport (Use Reverse Side For Additional Space)			
Does this civil action involve a nongovernmental corporate pa	arty with any parent corporation and any publicly held corporation owning 10% or more of its stock?			
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Does this case involve multidistrict litigation possibilities?	Yes / No D			
RELATED CASE, IF ANY:				
Case Number: Judge	Date Terminated:			
Civil cases are deemed related when yes is answered to any of	the following questions:			
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Laku E Mare .	ARBITRATION CERTIFICATION  (Check Appropriate Category)  ounsel of record do hereby certify:			
	o the best of my knowledge and belief, the damages recoverable in this civil action case exceed the sum of			
\$\sqrt{50,000\00 exclusive of interest and costs;}				
Relief other than monetary damages is sought	11/20			
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	will be a trial by jury only if there has been compliance with F.R.C.P. 38.			
	d to any case now pending or within one year previously terminated action in this court			
except as noted above.	NODO 86424			
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## IN THE UNITED STATES DISTRICT COURT FOR THE EASTERN DISTRICT OF PENNSYLVANIA

# JHS

#### CASE MANAGEMENT TRACK DESIGNATION FORM

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Sunira	HUMI	Abarry

v.

**CIVIL ACTION** 

17 4892

Delta Arlines Inc

NO.

In accordance with the Civil Justice Expense and Delay Reduction Plan of this court, counsel for plaintiff shall complete a Case Management Track Designation Form in all civil cases at the time of filing the complaint and serve a copy on all defendants. (See § 1:03 of the plan set forth on the reverse side of this form.) In the event that a defendant does not agree with the plaintiff regarding said designation, that defendant shall, with its first appearance, submit to the clerk of court and serve on the plaintiff and all other parties, a Case Management Track Designation Form specifying the track to which that defendant believes the case should be assigned.

#### SELECT ONE OF THE FOLLOWING CASE MANAGEMENT TRACKS:

Telephone	FAX Number	E-Mail Address	
215-236-1086 21	5-543-3343	zmovre@mccain-la	w.com
Date	Attorney-at-law	Attorney for	
10/27/2017 2	alua E. Marco	Plaintiff	
(f) Standard Management – Cas	es that do not fall into any one	e of the other tracks.	(4)
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(d) Asbestos – Cases involving exposure to asbestos.	claims for personal injury or pr	roperty damage from	( )
(c) Arbitration – Cases required	to be designated for arbitration	n under Local Civil Rule 53.2.	( )
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(a) Habeas Corpus – Cases brou	ght under 28 U.S.C. § 2241 th	rough § 2255.	( )

(Civ. 660) 10/02

MeCAIN LAW, P.C. By: Zakia E. Moore, Esquire Attorney ID No. 86424 1515 Market Street, Suite 1200 Philadelphia, PA 19102

215-236-1086 zmoore@mccain-law.com



#### IN THE UNITED STATES DISTRICT COURT FOR THE EASTERN DISTRICT OF PENNSYLVANIA

SAMIRA AANI ABARRY

Plaintiff,

**CIVIL ACTION** 

No.:

4

4892

v.

FILED

DELTA AIRLINES, INC

OCT 27 2017

KATE BARKMAN, Clerk

Defendant.

JURY TRIAL DEMANDED

#### CIVIL ACTION COMPLAINT

#### I. PRELIMINARY STATEMENT

1. Samira Aani Abarry (plaintiff or Ms. Abarry) has had a long career as customer service agent (CSA) for Delta Airlines (Delta) at the Philadelphia International Airport (PHL). She brings this action pursuant to Title VII of the Civil Rights Act of 1964 and 1991, 42 U.S.C. § 2000e, et seq. and (Title VII); the Americans with Disabilities Act (ADA), 42 U.S.C. §12101, et seq., and the Pennsylvania Human Relations Act (PHRA), to compensate her for injuries she sustained when Delta discriminated against her by refusing to provide her with a reasonable accommodation for her disability, by treating non-Black employees more favorably in

providing reasonable accommodations and by retaliating against her for seeking an accommodation and asserting her rights under the ADA, Title VII and the PHRA. As a result of Delta's refusal to provide Ms. Abarry with a reasonable accommodation, she has been out of work since September 25, 2015 and placed in an indefinite "inactive duty" status since that time. Due to Delta's illegal actions, Plaintiff has suffered financial losses and emotional distress. She seeks back wages, front pay, pension benefits, and other emoluments of employment which she lost as a result of Defendant's protracted, intentional and illegal employment actions, as well as compensatory damages.

#### II. JURISDICTION AND VENUE

- 2. The Court has jurisdiction over this action pursuant to the Americans with Disabilities Act, 42 U.S.C. §12101, (hereafter "ADA"). Jurisdiction is further predicated upon 28 U.S.C. §1331, this being an action arising under the laws of the United States, and 28 U.S.C. §1343. Jurisdiction over the PHRA claim is predicated upon 43 P.S. §962 (c).
- 3. All of the actions complained of herein took place within the Eastern District of Pennsylvania, and Defendant Delta maintains business operations therein.

#### III. PARTIES

- 4. Plaintiff is a citizen of the United States who resides in Philadelphia, Pennsylvania.
- 5. Plaintiff is a qualified individual with a disability as defined by the ADA and the PHRA. Likewise, she is an employee and a person with "non-job-related handicaps" as defined by the PHRA. Plaintiff is also a member of a protected class pursuant to Title VII in that she is Black/African-American and disabled.
  - 6. Delta Air Lines, Inc. is a major American airline, with its headquarters and

largest hub at Hartsfield–Jackson Atlanta International Airport in Atlanta, Georgia. Delta maintains operations out of Philadelphia International Airport (PHL), Terminal D.

7. Delta employees more than 15 people.

#### IV. <u>ADMINISTRATIVE EXHAUSTION</u>

- 8. On or about May 6, 2014, Ms. Abarry filed a Complaint with the Philadelphia Commission on Human Relations (PCHR) alleging that she was constructively discharged because of her disability. Specifically, she alleged that she suffered from depression, insomnia and a stroke. As a result of her disabilities, she took medical leave pursuant to the Family and Medical Leave Act (FMLA). In preparing for her return to work, plaintiff requested an accommodation in the form of a later start time. Delta denied her accommodations request and instead placed her on "inactive status." See PCHR Complaint attached as Exhibit A.
- 9. After filing her PCHR Complaint, Ms. Abarry was returned to work on July 3, 2014. Delta never specifically granted her accommodation. Instead it implemented new shift times, applicable to all employees, and she was able to start later due to that change in policy.
- 10. On or about January 12, 2016, Ms. Abarry filed a Charge of Discrimination with the Equal Employment Opportunity Commission ("EEOC"). That Charge was dual-filed with the Pennsylvania Human Relations Commission ("PHRC"). In that Charge, Ms. Abarry alleged a number of bases of discrimination, including race and disability. See EEOC Charge attached as Exhibit B.
- 11. Plaintiff's EEOC Charge was investigated and she received a Right to Sue letter dated August 15, 2017. See Right to Sue letter attached as Exhibit C.
- 12. The instant lawsuit was filed within the ninety (90) days of her receipt of the Right to Sue letter. Id.

#### V. FACTUAL ALLEGATIONS

- 13. Ms. Abarry was hired by Delta on March 6, 2007 as a customer service agent (CSA).
- 14. Generally speaking, a customer service agent can perform a variety of functions, including checking in passengers, document checks, assisting disabled passengers, baggage service, international re-check and gate agent.
- 15. Upon information and belief, all airports are run differently and CSAs may work in one area exclusively or rotate among different areas. It was the custom in PHL that CSAs bid for and worked exclusively in one area, except baggage service. Consequently, at the Philadelphia International Airport, Delta customer service agents worked in baggage or as a gate agent or at the ticket counter.
- 16. During her time at PHL, plaintiff worked at the ticket counter approximately 60% of the time. There she checked-in passengers and helped passengers book flights. She spent the remainder of her time working in the baggage service office.
- 17. A CSA working as a gate agent, among other duties, would operate the jet bridge. A jet bridge is an enclosed, moveable connector which most commonly extends from an airport terminal gate to an airplane. Working with it is considered operating heavy equipment.
- 18. In 2008, all of the CSAs received training in regards to operating the jet bridge and closing aircraft doors. Other than this training, plaintiff was never required to operate the jet bridge and remained working primarily at the ticket counter.
- 19. In 2012, plaintiff was on intermittent FMLA leave due to treatment for severe depression.

- 20. Eventually, plaintiff took an unpaid medical leave of absence from January 2013 through May 2013.
- 21. During that medical leave in 2013, she suffered a stroke that caused a visual field defect on her left side.
  - 22. Plaintiff advised Delta of her stroke via email on or about May 7, 2013.
- 23. Plaintiff's physician, Dr. S. Ausim Azizi, also sent a letter dated May 6, 2013 to Annelyse Green in Delta's human resources department advising her of his treatment and her condition.
- 24. Eventually, Ms. Abarry returned to work as a CSA working at the ticket counter.
- 25. In March 2014, plaintiff began to have attendance issues due to her chronic insomnia and severe depression. As a result, Dion Moncur (Station Manager) suspended her for three (3) weeks to lateness issues.
- 26. After the third week, Moncur advised plaintiff that she was no longer suspended but was on "inactive status." No reason was provided for this change in work duty status. Plaintiff remained on inactive status until approximately July 3, 2014.
- 27. On or about March 28, 2014, human resources referred Ms. Abarry to the Accommodations Program to assess whether Delta would allow a reasonable accommodation based on her disabilities.
- 28. On or about April 4, 2014, plaintiff requested a delayed start time due to her chronic insomnia.
- 29. Additionally, Dr. David A. Cohen provided a letter dated April 4, 2014 where he advised that plaintiff was able to work and recommended a delayed start time.

- 30. During this time period, Delta was placed on notice that plaintiff was not recommended to use heavy equipment, i.e. the jet bridge, due to her visual field defect. Specifically, Ms. Abarry provided a note from Dr. Keith Mathers to Elba Gonzalez in May 2014 stating that plaintiff should not use heavy equipment. Ms. Gonzalez forwarded the note to Delta's human resources department in Atlanta, Ga. In August 2014, Lilton McGee, stated that there was no such note in her file and again the note from Dr. Mather's was faxed to Atlanta. At that time, she was working in baggage due to her exemption from working as a gate agent.
- 31. The foregoing actions prompted plaintiff to file her initial PCHR Complaint in May 2015.
- 32. Plaintiff returned to work in July 2014, shortly after filing her PCHR Complaint. Delta and plaintiff had reached a settlement which included an accommodation for her start time and back pay. Delta never actually accommodated her request for a late start time. Delta changed its shift times and plaintiff was able to work in accordance to the new shifts. Delta also never paid plaintiff her back pay as negotiated and promised.
- 33. When plaintiff returned to work in July 2014 McGee, Moncur and Taylor were gone and Judy McMurtry was the new station manager.
- 34. Upon her return to work, Ms. Abarry began to experience harassment at the hands of McMurtry.
- 35. Oftentimes, McMurty was verbally abusive. She belittled plaintiff in front of her colleagues and customers and often undermined her work. Eventually, she moved to have plaintiff terminated due to her disability.
  - 36. Specifically, in September 2015, McMurtry stated that she needed all CSAs

to operate the jet bridge for all international flights, although easily half of the CSAs at the time were not trained to do so.

- 37. Prior to this time, from 2008-2014 plaintiff was never required to operate the jet bridge. She was primarily assigned to the ticket counter. In fact, out of approximately 56 employees, almost half had never worked as a gate agent where operating the jet bridge would be required.
- 38. On the rare occasions plaintiff was assigned as a gate agent after 2013, Delta provided an accommodation in the form of pairing her to work with a CSA that was able to operate the jet bridge.
- 39. Operating the jet bridge is one of many possible duties of a CSA, but has never been an essential job function for a CSA.
- 40. In fact, Sabine Wilson (Caucasian female), Amanda Roberts (Caucasian female) and Salvador Barrera (Hispanic male) were not required to work the jet bridge as an accommodation for their disabilities.
- 41. When plaintiff brought to McMurtry's attention that she was not medically authorized to operate the jet bridge, McMurtry contacted human resources and complained that plaintiff was not operating the jet bridge.
- 42. Due to McMurtry's complaint, Delta initiated an new accommodations review to address plaintiff's inability to operate the jet bridge due to her disability.
- 43. In October 2015, while on unpaid leave pending the accommodations review, Ms. Abarry expressed to the Northeast regional manager, Stephanie Corvino, that she felt that McMurtry was targeting her for dismissal.
  - 44. During a conference call for the accommodations review, McMurty told the

committee that everyone needed to operate the jet bridge because there was a new international flight to London and due to staffing numbers, everyone needed to work. Since the time Ms. Abarry stopped working, many employees are still not trained at the gates. Additionally, McMurtry stated that all of the gates had been fitted with jet bridges, but in the last few months Ms. Abarry worked, there were planes that were unattached to the jet bridge. Even as of the date of the instant Complaint, there are still commuter flights-smaller planes- which land on the tarmac and passengers have to walk to the jet bridge.

- 45. In a letter dated November 5, 2015, plaintiff was notified by Greene that Delta could no longer accommodate her disability via assigning another agent with her to operate the jet bridge.
- 46. Instead, Delta offered plaintiff a continued unpaid leave of absence or participation in Delta's Alternative Position Assistance Program.
  - 47. Defendant did not provide plaintiff with a reasonable accommodation.
- 48. Reassignment should only be considered when the accommodation within the current position would pose an undue hardship.
- 49. Delta has not asserted any undue hardship as to accommodating plaintiff within the CSA position.
  - 50. Plaintiff's last day of work as a CSA was September 25, 2015.
- 51. In addition to Delta's failure to comply with the ADA, it also discriminated against plaintiff based on race by granting disabled non-Black employees the accommodation she sought, but denying her of the same.

#### VI. STATEMENT OF CLAIMS

COUNT I: FAILURE TO ACCOMMODATE PURSUANT TO THE ADA AND PHRA

- 52. The allegations set forth in Paragraphs 1-51 are reasserted and incorporated by reference herein.
- 53. Ms. Abarry is an employee and a qualified person with a disability pursuant to the ADA because she has a left visual field defect affecting her peripheral vision. This disability substantially limit one or more of her major life activities, including, but not limited to, seeing.
- 54. Ms. Abarry was qualified to perform her job as a customer service representative either with or without accommodation.
- 55. Ms. Abarry's disability was properly accommodated until November 5, 2015 when Delta decided that it would no longer accommodate her disability and she was forced to go out on unpaid disability leave.
- 56. Throughout the relevant time period, Delta knew that Ms. Abarry had a disability that required an accommodation.
- 57. Delta could have continued to provide such accommodations to Ms. Abarry without significant difficulty or expense.
- 58. Delta failed to engage in the interactive process in order to determine in good faith whether Ms. Abarry could perform her position with accommodations.
- 59. Delta's failure to engage in the interactive process and to accommodate Ms.

  Abarry in her position constitutes discrimination pursuant to the ADA solely because of Ms.

  Abarry's disability.

## COUNT II: FAILURE TO ACCOMMODATE UNDER THE PENNSYLVANIA HUMAN RELATIONS ACT

60. The allegations set forth in Paragraphs 1-59 are reasserted and incorporated by reference herein.

Abarry in her position and/or to transfer her to a vacant position commensurate with her education, training, and experience, constitutes discrimination pursuant to the PHRA because of Ms. Abarry's non-job related handicap or disability, Delta's perception of that non-job related disability, and/or because of Ms. Abarry's record of impairment, 43 P.S. §955 (d).

#### COUNT III: TITLE VII AND PHRA- DISPARATE TREATMENT

- 62. Plaintiff incorporates paragraphs 1-61 as if fully set forth herein.
- 63. Title VII of the Civil Rights Act of 1964 and 1991 and the Pennsylvania Human Relations Act and the regulations promulgated thereafter make it an unlawful employment practice for an employer to discriminate against an individual with respect to the terms and conditions or privileges of employment on the basis of race and disability.
  - 64. Delta was an employer within the meaning of the above-referenced statutes.
  - 65. Plaintiff was an employee within the meaning of the above-referenced statutes.
  - 66. Plaintiff is disabled within the meaning of the above-referenced statutes.
  - 67. Plaintiff is a member of a protected class as she is a Black female and disabled.
- 68. Plaintiff was qualified to work as a CSA because she had been working as such for ten (10) years.
- 69. Plaintiff suffered disparate treatment by the actions of Delta who intentionally discriminated against Plaintiff through its conduct which included, but is not limited to, failing to accommodate her disability based on her race.
- 70. Plaintiff was treated differently and less favorably than similarly-situated non-Black employees that requested disability accommodations.
  - 71. Specifically, Sabine Wilson (Caucasian, female), Amanda Roberts (Caucasian

female) and Salvador Barrera (Hispanic male) were not assigned to operate the jet bridge as a reasonable accommodation due to their disabilities. This is a reasonable accommodation that could have and should have been afforded to the plaintiff.

- 72. Plaintiff suffered an adverse employment action Delta denied her a reasonable accommodation and offered unpaid disability leave for no other reason other than her race.
- 73. As a direct and proximate result of Defendant's discriminatory conduct plaintiff has suffered economic loss, including but not limited to, loss of earnings, future loss of earnings, loss of earning potential and loss of benefits.
- 74. As a direct and proximate result of Defendant's discriminatory conduct plaintiff has suffered a decrease in income and runs the risk of being permanently terminated losing all retirement benefits and emoluments.
- 75. As a direct and proximate result of Defendant's discriminatory conduct plaintiff has suffered emotional injuries, including, but not limited to, past and present pain and suffering, anxiety, depression and humiliation.

# COUNT IV: RETALIATION AGAINST PLAINTIFF PURSUANT TO THE AMERICANS WITH DISABILITIES ACT AND TITLE VII

- 76. The allegations set forth in Paragraphs 1-75 are reasserted and incorporated by reference herein.
- 77. Plaintiff engaged in protected activity pursuant to the ADA and Title VII by asserting rights guaranteed by both statutes, including her right to accommodation and her right to be treated in a non-discriminatory manner regardless of her disability, record of impairment, and/or Delta's perception thereof, and by filing a previous complaint with the PCHR.
- 78. Delta failed to meaningfully and timely provide plaintiff with a reasonable accommodation, and instead retaliated against her for seeking accommodations and for filing a

previous Complaint with the PCHR. Likewise, as set forth in this Complaint, it treated her adversely as a result of her requests for accommodation and his PCHR Complaint, by *inter alia*, 1) continuously failing to accommodate plaintiff, knowing that it would exacerbate her disabilities and/or prevent her from fulfilling her job duties; 2) placing her on an unpaid "inactive status" and 3) failing and/or refusing to engage in good faith in the interactive process.

- 79. Delta's response to Ms. Abarry's request for accommodation and other protected conduct would have been materially adverse to a reasonable worker and could well have dissuaded a reasonable worker from making or supporting a request for accommodation or otherwise advocating for their rights under the ADA and Title VII.
- 80. Defendant's actions were causally connected to Ms. Abarry's protected activity, and constitutes illegal retaliation in violation of Plaintiff's rights pursuant to Section V of the ADA and Section 2000e-3 of Title VII.

# COUNT V: RETAILIATION AGAINST PLAINTIFF PURSUANT TO THE PENNSYLVANIA HUMAN RELATIONS ACT

- 81. The allegations set forth in Paragraphs 1-80 are reasserted and incorporated by reference herein.
- 82. Defendant's conduct as set forth in Count IV constitutes illegal retaliation in violation of Plaintiff's rights pursuant to the PHRA, 43 P.S. §955 (d).

WHEREFORE, Plaintiff demands judgment in her favor and against Defendant in reference to all of the above Counts and an award of the following:

- a. Back pay and front pay, including benefits with pre-judgment interest;
- b. Compensatory damages, consequential damages and punitive damages;

- c. Non-pecuniary damages, including emotional pain and suffering, inconvenience, mental anguish, loss of enjoyment of life and humiliation;
- d. Attorney's fees and costs; and
- e. Any other relief this Honorable Court deems appropriate under the circumstances.

#### JURY DEMAND

Plaintiff demands trial by jury.

McCain Law, P.C.

Zakia E. Moore

Attorney I.D. No.: 86484

1515 Market Street, Suite

1200

Philadelphia, PA 19102

(215)236-1086

Attorney for Plaintiff

Date: 10/27/2017

#### VERIFICATION

I hereby verify that the statements contained in this **Complaint** are true and correct to the best of my knowledge, information and belief. I understand that false statements herein are made subject to the penalties of Title 18 Pa. C.S.A. §4904, relating to unsworn falsification to authorities.

Date

SAMIRA AANI ABARRY

**PLAINTIFF** 

# **EXHIBIL**

# CITY OF PHILADELPHIA COMMISSION ON HUMAN RELATIONS

SAMIRA ABARRY Complainant

٧.

PCHR CHARGE NO. EEOC CHARGE NO.

DELTA AIRLINES
Respondent

#### **COMPLAINT**

#### **INTRODUCTION AND PARTIES**

- 1. This is my complaint of discrimination in employment.
- 2. This complaint involves actions that were taken against me. I live at the following address: 4235 Haverford Ave., #2F, Philadelphia, PA 19104.
- 3. This complaint involves actions that were taken by Delta Airlines; its address is Philadelphia International Airport, Terminal E, Philadelphia, PA 19153.
- 4. My relationship with the Respondent began on March 6, 2007 and continues through today. During this time, I have been a Customer Service Agent for the Respondent.

#### **JURISDICTION**

- 5. The conduct took place within the city of Philadelphia at the following address: Philadelphia International Airport, Terminal E, Philadelphia, PA 19153.
- 6. The Respondent employs more than 15 people.
- 7. The Respondent is covered by the Philadelphia Fair Practices Ordinance.
- 8. The actions taken against me occurred less than 300 days ago.

#### COMPLAINT OF DISCRIMINATION

#### Count I: Discharged

- 9. I am disabled. I have depression, insomnia and I had a stroke.
- 10. I was discharged by the Respondent on March 28, 2014.

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- 11. I was discharged on the basis of my disability.
- 12. Since January 2013, Respondent's management team has been aware that the problems with my attendance are caused by my disability.
- 13. A change in my work schedule would permit me to improve my attendance and would be an accommodation for my disability. Employees bid on shift changes on a quarterly basis.
- 14. On March 7, 2014, I was notified by Dion Moncur, Station Leader, Sharon Lee, Performance Leader, and Theresa Taylor, Performance Leader, that I was suspended for up to two (2) weeks. I was suspended due to my attendance record.
- 15. On or around March 17, 2014, I spoke with Moncur about bidding on a schedule change and on vacation leave. Moncur assured me that I would be permitted to bid on a schedule change and on vacation leave while I was suspended.
- 16. Shortly after my suspension of March 7, 2014, I provided Respondent with my personal email address to send all documentation as my work email had been deactivated. I provided my personal email address because I did not want to miss any information on bidding for schedule changes.
- 17. On March 28, 2014, Moncur and Josh Jessup, Human Resources Representative, notified me that I was no longer suspended but was placed on "inactive status."
- 18. To date, I have not been given information as to when I am to return to work.
- 19. On April 2, 2014, the new bids for schedule changes were conducted and Respondent did not send me any information regarding this opportunity.
- 20. Before the scheduled bidding takes place, someone from Respondent's management team provides all the necessary information to participate in the bidding process.
- 21. The bidding information is disseminated to employees via electronic mail and posting in Respondent's common work areas.
- 22. Respondent sent me information to my personal email regarding bidding on vacation, but not about bidding on a schedule change.
- 23. Respondent did this intentionally because its management team knew that due to my disability, a schedule change would be a suitable accommodation.
- 24. With this action, Respondent denied me the opportunity to adjust my schedule in order to be able to return to work without any further attendance issues.
- 25. On April 30, 2014, I met with Raymond Moore, Mindy Fredrickson, Analise Green, all part of Respondent's management team and Jessup to discuss my return to work.
- 26. During this meeting, I requested that upon my return I be allowed to come in at a later time.

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- 27. I also notified Respondent that the only accommodation necessary in regards to my tasks and responsibilities would be the accommodation already granted in May 2013, which prohibited me from operating the jet bridge.
- 28. In May 2013, when this accommodation was originally granted, I submitted all necessary medical documentation to Respondent.
- 29. During the April 30, 2014 meeting, Moore stated I had to submit medical documentation regarding this accommodation request and that Respondent's management team would have to review and decide on this matter.
- 30. I was left on "inactive status" and was not given a return date.
- 31. As I have not given any information or timeline as to when I would be allowed to return to work and have not been allowed to bid for a suitable schedule, in effect I was terminated.
- 32. Other employees of Respondent who have been suspended for infractions have been allowed to return to work shortly after their suspensions.
- 33. Other employees of Respondent who have had attendance issues have not been terminated.

#### REQUEST FOR RELIEF

- 34. As a result of the Respondent's discrimination, I have suffered damages and request the Respondent compensate, reimburse, and provide any and all appropriate relief including but not limited to all pay and benefits I would have received had it not been for Respondents' illegal actions.
- 35. I wish to be awarded punitive damages as permitted by applicable law in an amount believed by the Commission to be appropriate to punish Respondents for their willful, deliberate, malicious, and outrageous conduct and to deter Respondents or other employers from engaging in such misconduct in the future.
- 36. I wish to be awarded the costs and expenses of this action as provided by applicable federal and state law.
- 37. In addition I request that the Respondent reinstate me to my position and provide back pay.

#### **CONCLUSION**

- 38. I have not filed a complaint about the actions described here with the Pennsylvania Human Relations Commission.
- 39. I hereby authorize the Philadelphia Commission on Human Relations to serve this complaint upon the Respondent, investigate my complaint and the facts related thereto, and to file my complaint under the laws of the Pennsylvania Human Relations Commission and/or the U.S. Equal Employment Opportunity Commission, if applicable.

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40. I request that my file be reviewed under all applicable laws enforced by the Commission to satisfy the procedural and administrative requirements for proceeding under federal or state laws should it become necessary.

I declare under penalty of perjury that all of the information that I have provided in this complaint is true, correct, and complete to the best of my knowledge, I acknowledge that false statements on this complaint are punishable by state law, 18 Pa. C.S. § 4904 (unsworn falsification to authorities).

Date

6th 12/142014

SAMIRA ABARRY

# B EXHIBIL

2200 : 0: (					
CHARGE OF DISCRIM	INATION	Charge	Presented To:	Agency	r(ies) Charge No(s):
This form is affected by the Privacy Act of 1974. So Statement and other information before com			FEPA		
Statement and other information before com	pleting this form.	X	EEOC	530	0-2016-00923
Pennsy	Ivania Human Re		mission		and EEOC
Name (indicate Mr., Ms., Mrs.)	Clair or room rigo	noy, a day	Home Phone (Incl. Area (	Code)	Date of Birth
Ms. Samira Abarry					01-29-1977
Street Address	City, State	and ZIP Code			
4235 Haverford Ave., 2f, Phila, PA 191	04				
Named is the Employer, Labor Organization, Employme Discriminated Against Me or Others. (If more than two,			State or Local Governmen	nt Agen	cy That I Believe
Name			No. Employees, Members	Phone	No. (Include Area Code)
DELTA AIRLINES			15 - 100		
Street Address	City, State	and ZIP Code			
International Airport (terminal E), Phi	ladelphia, PA 191	53			
Name			No. Employees, Members	Phone	No. (Include Area Code)
Street Address	City, State	and ZIP Code			
DISCRIMINATION BASED ON (Check appropriate box(es).)			DATE(S) DISCRI Earliest	IMINATIO	ON TOOK PLACE Latest
X RACE X COLOR SEX	X RELIGION X	NATIONAL ORIG		15	09/25/2015
X RETALIATION AGE X DIS		NETIC INFORMATION	ON		
OTHER (Specify)			1 —	ONTINU	JING ACTION
THE PARTICULARS ARE (If additional paper is needed, attach	extra sheet(s)):				
In 7/03/2014, I returned back to work to my previous job customer service agent (CSA) after being					
discharged in 2014. I filed a complaint of discrimination with the Pennsylvania Human Relations					
Commission in March of 2014 regard	ling this prior dis	charge.			
In or about May 27, 2015, my cash d	ron was wrong h	ecause \$100	00 was missing t	from	the cash
drop. Respondent eventually found i					
envelope. When my supervisor sign					
grabbed the my envelope with my \$1					
In the summer of 2015, Jerry Dyal ( w	hita Christian II	S horn) co	nfronted me over	the	
change/money our supervisors give					ne and she
yelled at me and I yelled right back.	received a verba	al counseling	this incident be	caus	e Ms. Dial
			necessary for State and Loca		
I want this charge filed with both the EEOC and the State or will advise the agencies if I change my address or phone nu cooperate fully with them in the processing of my charge in	mber and I will	NOTALL TANGE		u. , .g	
procedures.		I swear or affirm	that I have read the above	ve charg	ge and that it is true to
I declare under penalty of perjury that the above is true	and correct.	the best of my k	nowledge, information an COMPLAINANT	ia bellet	•
					- W
		SUBSCRIBED AN	D SWORN TO BEFORE ME	THIS D	ATÉ:
Jan 12, 2016		(month, day, year)			•
Date Charging Party	Signature				

CHARGE OF DISCRIMINATION  This form is affected by the Privacy Act of 1974. See enclosed Privacy Act Statement and other information before completing this form.  Charge Presented To: Agency(ies) Charge No(s):			
This form is affected by the Privacy Act of 1974. See enclosed Privacy Act			
Statement and other information before completing this form			
X EEOC 530-2016-00923			
Pennsylvania Human Relations Commission and EEOC			
State or local Agency, if any			
stated she felt uncomfortable with me because of the manner in which I spoke to her.			

stated she left uncomfortable with me because of the manner in which i spoke to her.

In or about summer of 2015, I was counseled regarding a complaint from a female Junior agent, Dianna (black. Belize, Christian, about same color as me) about me. ON this day she was doing ticketing and I was doing back drop. I had to call the Dianna at the help desk to assist a gentlemen with a split payment. I told her I started to help customer and told her that he needed to do a split payment. And she said that we don't do split payments, and I told her we do. She said, we don't call reservations for that. I said, that she had to call global not reservations. Dianna got someone to call the station manager over and this is when I was counseled regarding Dianna complaint about not liking the manner in which I spoke to her and about the incident with MS. Miller neted above. Sometime between April and August of 2015, Ms. Josephine Miller wrote a letter of complaint to carry on tags from her station and that she had an issue with me as a result of this. Mr. Roy, station manager, verbally counseled me about this incident. I told Mr. Roy I had not taken any tags from Ms. Miller station I merely asked if she could give me some at her station.

I was also counseled in or about summer of 2015 regarding an incident regarding Mr. Jones, a customer, who was going to England and I asked for his residence permit. He gave me an expired passport and he told me that he uses it all the time. I asked him for another document and I asked Rosalinda (black, Panamanian, Christian, about same or darker than me), supervisor, to step in. He gave her what I asked for and he gave her the new passport. The station manager asked Mr. Jones if he wanted to file a complaint. The station manager said that he did not appreciate the way I talked to him and that I was trying to aggravate him by saying that I too have family in U.K.

Between July and August, I received another verbal counseling because Lydia Rosado (Puerto Rico, P.R. born, white. Christian) complained that I crossed /walked over the bag scale. I and many others have done this. I was counseled about this violation of policy about crossing over scale. The supervisor at this time also stated that I take too long with the passengers and that I have had conflict with my co-workers in the past. I told her I have sped up my time with customers.

In September of 2015, I was told that the accommodation process would have to begin again for the accommodation I was receiving wherein another CSA would operate the jet bridge for me. in that two newl could no longer be accommodated because I don't operate the passenger jet bridge. I was told everybody needs to be doing the jet bridge. I had a stroke a couple years ago and it affects part of brain that affects vision. My vision is impaired on left side of the world. I told the officials at this meeting that I had medical documentation supporting the accommodation in my file and that I was granted this accommodation by Respondent in July 2014.

will advise the agencies if I c	ooth the EEOC and the State or local Agency, if any. I hange my address or phone number and I will he processing of my charge in accordance with their	NOTARY – When necessary for State and Local Agency Requirements
procedures.		I swear or affirm that I have read the above charge and that it is true to
1 1 - 1 1 1 (		
I declare under penalty of p	perjury that the above is true and correct.	the best of my knowledge, information and belief.
		SIGNATURE OF COMPLAINANT
<b>Jan 12, 2016</b> Date	Charging Party Signature	SUBSCRIBED AND SWORN TO BEFORE ME THIS DATE (month, day, year)

EEOC Form 5 (11/09)				
CHARGE OF DISCRIMIN	IATION	Charge Presented To:	Agency(ies) Charge No(s):	
This form is affected by the Privacy Act of 1974. See Statement and other information before compl		FEPA  X EEOC	530-2016-00923	
Ponnovis	rania Human Bala			
Pennsyl	State or local Agenc	tions Commission	and EEOC	
October 23, 2015, I was told that I couto provide me with a reasonable accounte gates that did not have jet bridges longer reasonable because additional	mmodation of not now do have jet	having to operate the jet bridges and thus, the acc	t bridge in that two of commodation was no	
I don't know whether or not Lydia Ros counseled about the incidents noted a		s. Miller, my co-workers	were verbally	
No negative comments about my relig or to me to my knowledge.	ion, national orig	in or race, or color have l	peen made about me	
I allege I have been discriminated against because my race, and or national origin and or color and or and or religion in retaliation for filing a prior complaint with PHRC as noted above in 2014 in violation of title VII of the Civil Rights Act of 1964 when I was discharged.  I further allege Respondent violated the Americans with Disabilities Act of 1990, as amended when it failed to provide me with a reasonable accommodation of having someone assigned to do the jet bridges for me. When CSR's are assigned to the gate they have to operate the bridge about 4 times. This takes 2-3 minutes each time it has to be done. Also in violation of the ADA, I allege Respondent failed to offer me an open and available position that were open at the time or soon to be open. Respondent only told me that I had to go on the website and conduct a search on my own and apply for any positions for which I was qualified and I would have to compete for position with all other candidates. As result of this, I have been on a unpaid leave of absence but applied for and qualified for short term disability benefits. As a result of this my income has decreased and eventually this will run out and I may be separated from employment. Savina Wilson, Amanda Roberts, Salvador Barena was not required to work at the gates at all due a reasonable accommodation due to her disability and Salvador Barena. Lydia Rosado was also not doing the jet bridge at the time I was placed on leave in September and she left work for one week and was returned to work after week so she may have been accommodated.				
I want this charge filed with both the EEOC and the State or ic will advise the agencies if I change my address or phone num cooperate fully with them in the processing of my charge in ac	ber and I will	IOTARY – When necessary for State and	Local Agency Requirements	
procedures.		swear or affirm that I have read the		
I declare under penalty of perjury that the above is true an		he best of my knowledge, informatior SIGNATURE OF COMPLAINANT	and belier.	
		SUBSCRIBED AND SWORN TO BEFORE	ME THIS DATE	
Jan 12, 2016		month, day, year)	ME THO DATE	

Jan 12, 2016

Date

Charging Party Signature

# C EXHIBIL

EEOC Form 161 (11/16)

#### U.S. EQUAL EMPLOYMENT OPPORTUNITY COMMISSION

### DISMISSAL AND NOTICE OF RIGHTS

4235 l 2F	ra Abarry Haverford Ave. delphia, PA 19104	From:	Philadelphia District Office 801 Market Street Suite 1300 Philadelphia, PA 19107	
	On behalf of person(s) aggr CONFIDENTIAL (29 CFR §			
EEOC Charge		Representative	Telephone No.	
	Legal			
530-2016-0		Technician	(215) 440-2828	
THE EEO	C IS CLOSING ITS FILE ON THIS  The facts alleged in the charge fail			
	The facts alleged in the charge fail	to state a claim under any of the s	tatules enforced by the EEOC.	
	Your allegations did not involve a d	isability as defined by the America	ns With Disabilities Act.	
	The Respondent employs less than	the required number of employee	es or is not otherwise covered by the statutes.	
	Your charge was not timely filed discrimination to file your charge	with EEOC; in other words, yo	ou waited too long after the date(s) of the alleged	
X	information obtained establishes vi	plations of the statutes. This doe	restigation, the EEOC is unable to conclude that the s not certify that the respondent is in compliance with construed as having been raised by this charge.	
	The EEOC has adopted the finding	s of the state or local fair employn	ent practices agency that investigated this charge.	
	Other (briefly state)			
Title VII, th	e Americans with Disabilities	- NOTICE OF SUIT RIGHT the additional information attached to	this form.) Nondiscrimination Act, or the Age	
Discrimination in Employment Act: This will be the only notice of dismissal and of your right to sue that we will send you. You may file a lawsuit against the respondent(s) under federal law based on this charge in federal or state court. Your lawsuit must be filed <u>WITHIN 90 DAYS</u> of your receipt of this notice; or your right to sue based on this charge will be lost. (The time limit for filing suit based on a claim under state law may be different.)				
Equal Pay Act (EPA): EPA suits must be filed in federal or state court within 2 years (3 years for willful violations) of the alleged EPA underpayment. This means that backpay due for any violations that occurred more than 2 years (3 years) before you file suit may not be collectible.				
		On behalf of the Comp	8/15/17	
Enclosures(s		Spencer H. Lewis, Jr., District Director	(Date Mailed)	
Re DE 90 4tl	re Rogers egional Human Resources Direc ELTA AIRLINES 8 Virginia Ave n Floor lanta, GA 30354	ctor		